During Your Healthcare Visit



Please take note of the following important information during your healthcare visit

What Should You Do?

Present Your Card

Present your Public Service (PS) Card, Civil Service Card (CSC) or e-CSC during **registration and payment**, and inform the counter staff that you are a pensioner.

Present Your PEI Memo (If Applicable)

If you have a Pre-Existing Illness (PEI), present your PEI Memo during **registration and payment**. Otherwise, you may be charged a first consultation fee that is not reimbursable.

Present Your Referral Letter (If Applicable)

If you have a referral letter from a government healthcare institution, inform the counter staff and present it during **registration and payment**. Without the applicable referral, you may be charged a first consultation fee that is not reimbursable.

Using MediSave for Co-Payment?

If you wish to use Medisave for your co-payment, do notify the counter staff during **registration and payment**.

However, if you intend to claim the medical bill from another source (e.g. insurer), please pay upfront for the medical bill. The healthcare institution should not pass the bill to claim under CSC.

Reminder: When you receive your bill

Check the details on your bill to ensure that they are correct. If you notice any errors or have questions about the charges, contact the healthcare institution immediately. Any amendments to the bills can only be made by the healthcare institution.